

Tzhone, Stephen

From: CC Grisham [grish@icloud.com]
Sent: Friday, August 16, 2013 11:45 AM
To: Lane, Leticia
Cc: CC Grisham; Tzhone, Stephen
Subject: Re: Notice of Ten-day Extension for FOIA # EPA-R6-2013-008408 / FOLLOW-UP TO EPA-R6-2013-003349-HQ-APP-2013-004621 / SSID # 06A3
Attachments: Preview of "Expedited Processing Decision - see attached correspondence".pdf; ATT00001.htm; Preview of "FOIA Request EPA-R6-2013-008408 Submitted".pdf; ATT00002.htm; Preview of "FOIA Expedited Processing Disposition Reached for EPA-R6-2013-008408".pdf; ATT00003.htm; Preview of "FOIA Request EPA-R6-2013-008809 Submitted".pdf; ATT00004.htm

Ms. Lane,

You are right. I did receive those acknowledgement as an automated response to my submission. All automated responses I have ever received from FOIA online are attached as PDF files for reference.

The big differences between then new automated process and the old human-operated process from this public user's perspective:

- 1) There is no mention of a timeframe or due date in the automated email confirmation.
- 2) It is completely impersonal, a machine spitting out the same information I just typed in and saw confirmed already in the FOIA online system. I would have no way of knowing from this auto-reply if or when a human will take it up and work on it, or anything else about it.

I think the public deserves better, especially considering how much it pays for government, then to see legions of contractors hired on top of federal payroll (e.g. Booz Allen Hamilton, which maintains FOIA Online);

I realize you didn't choose the automated process or build the system and website, but I am hoping you can filter this up to someone who is responsible for the new FOIA process.

I have extensive additional notes (some of which I believe I have already sent you in the past) from previous problems with the FOIA Online system, many emails back-and-forth between the Booz Allen system administrator for FOIA Online (Pat), who logged the bugs I was finding and offered workarounds to make the website work (e.g. functions for uploading supporting files, downloading responsive files.)

As I said to Pat at that time: for as much as I imagine the taxpayers pay Booz Allen to build and maintain FOIA Online (and for so many other critical government functions farmed out to BAH), I would expect a FOIA Online website that is robust, user-intuitive, secure, speedy, state-of-the-art and, frankly, more twenty-first century.

To me it appears BAH did the absolute minimum to meet the requirements of the FOIA Online RFP.

Thank you for your assistance and please understand none of the above is directed toward you personally.

Sincerely,

Curt Grisham